

## First Nations Education Steering Committee

Suite #113-100 Park Royal South, West Vancouver, BC V7T 1A2  
P: 604-925-6087 Toll-Free: 1-877-422-3672

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# Manager, IT Infrastructure

**Join us to make a lasting impact! An excellent work-life balance is waiting for you!**

The First Nations Education Steering Committee (FNESC) is currently looking for a dedicated, energetic and organized Manager, IT Infrastructure to join our hard-working ICT team who work collaboratively and diligently to improve education for all First Nations students in BC. This role is responsible for the operational management, security, optimization, and maintenance of FNESC's IT infrastructure. This role manages networks, cloud services, cybersecurity operations, virtualization environments, backups, disaster recovery, and data centre resources. The Manager, IT Infrastructure ensures secure, reliable IT operations aligned with strategic direction provided by the Director, ICT and supports business continuity and compliance initiatives.

Since 1992, FNESC, led by a strong and diverse board of over 130 First Nations community representatives, has worked in partnership with the First Nations School Association (FNSEA), and the Indigenous Adult Higher Learning Association (IAHLA). Communications, research, partnership-building, resource development and advocacy are all part of the work we do to advance issues in First Nations education.

## What We Offer:

- The salary for this position is \$97,053.00 per year;
- Four (4) weeks of vacation as well as two (2) weeks of vacation at Christmas time (with the latter being subject to annual board approval);
- Well above-average benefits plan that is 100% paid for by FNESC, that includes: extended health care, dental care, and vision care;
- Well above-average employer matched pension plan;
- The potential for partial work-from-home;
- Career advancement opportunities in a fast-growing organization (approximately 30% of current FNESC employees have been promoted into their current role);
- Generous annual professional development subsidy;
- Generous wellness subsidy;
- 35-hour working week;
- Regular employee appreciation events such as our annual Summer Barbeque and Christmas Party.
- Respectful work environment with a stellar work-life balance.

## Duties and Responsibilities:

### 1. Infrastructure and Systems Management

- Manages day-to-day operations of cloud and on-premises environments, including Active Directory, Azure AD, Microsoft 365, and Exchange;
- Monitors, troubleshoots, and manages network infrastructure (firewalls, routers, switches, VLANs, access points, and VPNs);
- Oversees daily operations of hyperconverged infrastructure (HCI) and virtualized platforms, ensuring reliability and performance;

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- Coordinates operational activities for patch management, system upgrades, and lifecycle maintenance for Windows Server, Linux, macOS, and endpoint devices;
- Manages colocation data center resources and disaster recovery (DR) replication sites, ensuring operational readiness;
- Oversees daily management of enterprise storage solutions, email servers, and VoIP systems.

### 2. Security and Compliance

- Carries out cybersecurity operations, including monitoring, detection, and response, utilizing Endpoint Detection and Response (EDR)/Managed Detection and Response (MDR) tools;
- Ensures network and endpoint security aligns with FNESC security policies and compliance standards;
- Conducts operational vulnerability assessments, implements corrective measures, and addresses security risks proactively;
- Administers and maintains cybersecurity applications and tools to secure network and endpoint resources;

### 3. Operations and Automation

- Automates routine system administration tasks using PowerShell and scripting;
- Manages operational tasks, including monitoring and renewing SSL certificates for IT resources;
- Evaluates and implements emerging technologies at an operational level to enhance efficiency, security, and performance, aligned with the Director, ICT's strategic guidelines.

### 4. End-User Support and Training

- Provides advanced technical support and troubleshooting for hardware, software, email, and network issues;
- Delivers ICT security awareness training for all staff, ensuring alignment with organizational security policies;

### 5. Vendor and Asset Management

- Manages operational aspects of ICT vendor relationships, including procurement, daily service agreements, and support contracts, within strategic guidelines established by the Director, ICT;

### 6. Collaboration and Leadership

- Provides day-to-day management, direction, and support for the ICT Systems Administrator, ensuring effective task delegation and performance monitoring;
- Collaborates closely with the Director, ICT to implement infrastructure strategies aligned with organizational objectives;

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- Supports privacy and security initiatives as directed, supporting effective IT governance practices;

### What We're Looking For:

- A minimum of a Bachelors' Degree or higher in a relevant field (Computer Science, Information Systems, Information Technology, Computer Engineering);
- A minimum of five (5) years' experience in IT management and administration;
- Ability to quickly understanding of First Nations education issues and BC First Nations education agreements, partnerships, and legislation;
- Expert operational knowledge of Microsoft 365, Active Directory, network infrastructure, virtualization technologies, backup solutions, and cybersecurity tools;
- Strong problem-solving and troubleshooting capabilities in complex technical environments;
- Proven experience managing IT infrastructure projects and operational vendor relationships;
- Proficiency in scripting and automation using PowerShell;
- Physical ability to lift and handle IT hardware weighing up to 40 lbs;
- Flexibility for travel when/if required.

We offer full-time meaningful work in a professional, friendly, and diverse office environment which is easily accessible by transit and right next door to Park Royal Mall. We enjoy having occasional lunches together as a team – pizza is one of our favorites.

This is a full-time, permanent position with most of the work being done between 8:30 a.m. and 4:30 p.m. However, the nature of this position is such that occasional work outside of those hours, including weekend work, may be required.

**FNESC requires that all FNESC staff be fully vaccinated for COVID-19 for two reasons: First, because FNESC takes its responsibility to create and maintain a healthy workplace very seriously. And, second, because many of our staff attend First Nations communities in-person. Some First Nations have unique requirements and vulnerabilities related to communicable diseases like COVID-19, and FNESC always respects the needs of First Nations.**

We thank everyone who applies for their interest in FNESC. Unfortunately, due to the volume of applications, we are only able to respond to those applicants who are selected for an interview. We cannot respond to telephone or email inquiries.

Please send your resume and cover letter to [jobs@fnesc.ca](mailto:jobs@fnesc.ca)